Customer Experience and Service Performance

Ergon Energy Network
September 2025

START >

This report is presented using an interactive format.

« » Click on the navigation bar on the left/right of each page to navigate to any part of the report.

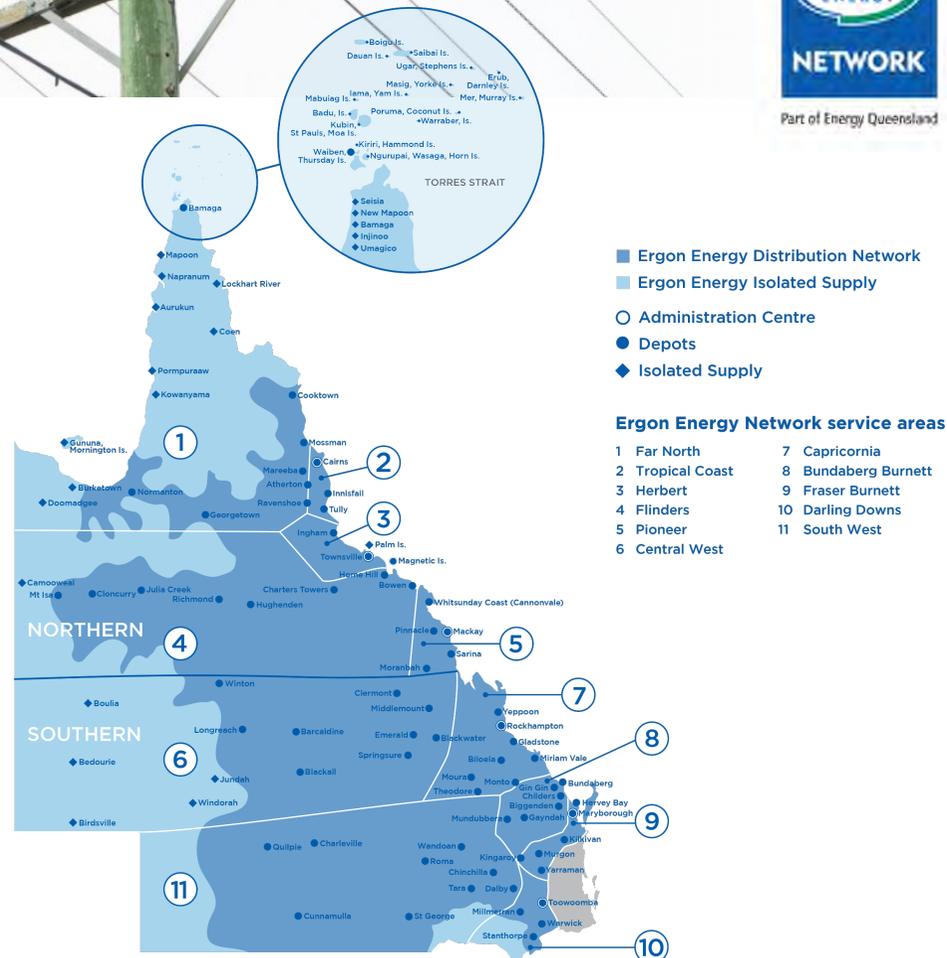Alternatively click on a page tab across the bottom of each page to skip directly to that page.

About us

We operate and maintain one of Australia's largest electricity **networks, which extends across 97% of Queensland—around 1.7 million square kilometres. We energise** Queensland communities in regional Queensland from coastal and rural areas to the remote communities of outback Queensland and the Torres Strait.

We provide services to more than 790,000 domestic and business customers, across a growing population base of around 1.5 million people.

- Our power is supplied through more than 154,300km of overhead powerlines and underground cables, 360 substations and more than 106,000 distribution transformers.

- We collectively own, operate and maintain approximately 152,000 street lights across regional Queensland.

- We maintain almost one million power poles.

- We provide electricity supply via 33 stand-alone power stations to our isolated communities.

- We operate over 75 operational depots across regional Queensland.

TORRES STRAIT

- Ergon Energy Distribution Network
- Ergon Energy Isolated Supply
- Administration Centre
- Depots
- Isolated Supply

Ergon Energy Network service areas

1	Far North	7	Capricornia
2	Tropical Coast	8	Bundaberg Burnett
3	Herbert	9	Fraser Burnett
4	Flinders	10	Darling Downs
5	Pioneer	11	South West
6	Central West		

NORTHERN

SOUTHERN

About this report

This report provides a quarterly summary of our customer experience and service performance across seven key service interactions identified by our Voice of the Customer Panel and Customer Focus Group participants during our 2025 to 2030 Regulatory Determination consultation. These areas—Customer Satisfaction (CSAT), Net Trust Score (NTS), Contact Centre, Website, Power Outages, Connections, and Complaints—reflect the measures our customers have told us are most important to them. This report demonstrates our commitment to transparency and continuous improvement. It also shows customers that we listen and how we both track and interpret what they have told us.

2

About us and this report | Our approach | Strategic level measures | NTS | CSAT | Customer Experience measures | Customer Contact Centre | Loss of supply and emergency | Website | Unplanned power outages | Planned power outages | Connections | Complaints

Our approach

Understanding how we measure customer interactions is key to improving the way we serve our customers. That's why we track feedback at multiple levels, providing different insights that help us take meaningful action.

- At a **strategic level**, we look at our overall reputation in the community through measures like our **Net Trust Score (NTS)**, which tells us how much people trust Ergon Energy Network to do what's right. We also track **Customer Satisfaction (CSAT)** to see if we're meeting customer needs and delivering value. Through our NTS and CSAT we are also able to identify how customers rate us compared to a range of other service providers.

- At a more detailed level, we measure **episodic customer experiences** (Customer Experience Measure), gathering feedback post interactions to identify trends and improve our service.

- Our **tactical measures (service performance)** focus on actual performance, using service level data to track whether we're meeting our operational commitments.

By analysing customer experience and feedback from multiple angles and identifying trends, we can better understand what matters most to our customers, where things are working well or where improvements are needed. Customer feedback is central to our continuous improvement efforts enabling us to make cost-effective and prudent investment decisions with our customers needs and expectations in mind.

Customer Data

Strategic Measures
NTS/CSAT

Episodic Measures
Customer Experience

Business Data

Tactical Measures
Service Performance
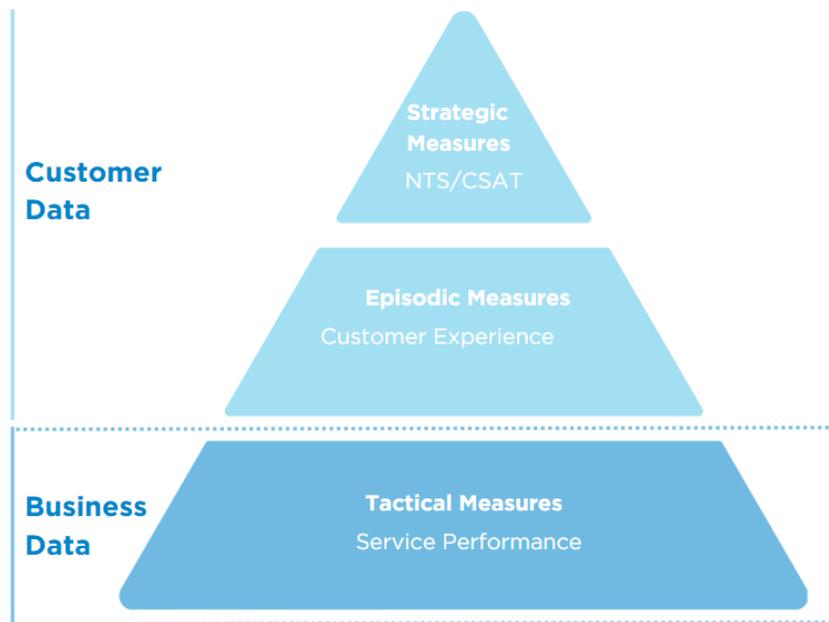
Several factors influence both customer experience and service performance. The key drivers, which are the main reason behind a particular result or change, help us understand what's working well and where we can improve. These include **being treated with respect, timely resolution of issues, and how effectively services are delivered**. Timeframes, in particular, can be influenced not just by our internal processes and investment decisions, but also by customers meeting certain requirements that are part of the overall service delivery process. All results provided in this report are cumulative year to date.

3

About us and this report | Our approach | Strategic level measures | NTS | CSAT | Customer Experience measures | Customer Contact Centre | Loss of supply and emergency | Website | Unplanned power outages | Planned power outages | Connections | Complaints

Strategic level measures

What is Net Trust Score (NTS) and why do we measure it?
*NTS measures how much the community trusts Energy Queensland's customer service companies, such as Ergon Energy Network, Energex, Ergon Energy Retail and Yurika, through an independent survey of randomly selected Queensland residents and businesses. Using a seven-point scale, we ask "**How much do you trust us to do what is right**?" This feedback helps us understand what's important to customers and the community in building and maintaining their trust in us and an essential service provider.

What is Customer Satisfaction (CSAT) and why do we measure it?
*CSAT reflects how well Energy Queensland's customer service companies: Ergon Energy Network, Energex, Ergon Energy Retail and Yurika, are meeting our customers' needs and expectations through a survey of randomly selected Queensland residential and business customers, we ask "**How satisfied are you with the services you receive from us?**" This feedback helps us understand what's important to customers and community in the services we deliver.

Strategic Measure	Customer Satisfaction/Trust Score YTD Result	% of Customers by trust rating			Annual Financial Year (FY) Target	Annual Financial Year (FY) Stretch Target
		Distrust	Neutral	Trust		
Net Trust Score (NTS)	64.6 ▲ 1.3	10%	34%	56%	63	64

		% of Customers by satisfaction rating				
		Dissatisfied	Neutral	Satisfied		
Customer Satisfaction (CSAT)	68.9 ▼ -0.7	12%	20%	68%	71	73

*The NTS and CSAT are surveys of customers conducted quarterly via an independent panel. Survey participation is not dependent on a recent interaction with Ergon Energy Network, which provides a wider community perspective on Trust and Satisfaction. The results for both are calculated by taking an average of all survey responses and converting them to a 100-point mean score scale using the following weightings: residential (90%) and business (10%) customers. Survey results are based on statistically valid sample sizes, ensuring they are representative of our customer base. At the end of Quarter one (Q1) there were 491 survey responses for NTS and 260 survey responses for CSAT.

Legend

Mean Score	Customer Satisfaction Survey | Net Trust Score Scales	
100	Extremely satisfied | Trust a lot	😀
83.3	Satisfied | Trust somewhat	🙂
66.7	Somewhat satisfied | Trust a little	🙂
50	Neutral | Neutral	😐
33.3	Somewhat dissatisfied | Distrust a little	🙁
16.7	Dissatisfied | Distrust somewhat	🙁
0	Extremely dissatisfied | Distrust a lot	😠

▲ ▼ ━ Movement from last Quarter

What is a mean score and how is calculated?
A mean score is the average of all customer responses to a survey question. To calculate it, we add up all the individual scores and divide by the number of responses.
For example, if five customers rate their experience as 3, 4, 4, 5 and 5, the mean score would be: $(3 + 4 + 4 + 5 + 5) \div 5 = 4.2$. We then convert this to a score out of 100 for ease of interpretation.

This helps us understand the overall customer experience based on everyone's feedback.

Why do we use a mean score?
A mean score gives us a simple way to measure and track trust/customer satisfaction over time. Instead of looking at individual scores, it helps us see trends—whether customer experience is improving, staying the same, or needs attention. This allows us to make informed decisions and deliver better service for our customers.

4

About us and this report | Our approach | Strategic level measures | NTS | CSAT | Customer Experience measures | Customer Contact Centre | Loss of supply and emergency | Website | Unplanned power outages | Planned power outages | Connections | Complaints

Net Trust Score (NTS)

	Net Trust Score result YTD	Movement since last report	Target
Q1	64.6	⬆ 1.3	
Q2			63
Q3			
Q4			

* NTS is reported quarterly as an accumulative result of all sampled quarters in the financial year (FY). Net trust score is derived from 491 survey responses.

What the data tells us

Our result to the end of September 2025, reflects overall medium customer confidence in Ergon Energy Network.

- **Reliability and professionalism** are recognised by customers who have had direct interactions, with positive mentions of consistent supply, timely repairs, and expertise in maintaining the network.
- **Safety and reputation as a local employer** remain valued, with customers acknowledging Ergon Energy Network's commitment to community safety and its role in supporting local areas, especially during adverse weather events.
- **Innovation and adaptability** are noted by some customers, who see Ergon Energy Network as capable of managing challenges and adapting to changing needs in the energy sector.
- **Openness and doing right by customers** have shown modest improvement, with feedback referencing helpfulness, responsiveness, and a commitment to service, though some customers continue to raise issues around communication and transparency.
- **Affordability and value** continues to be a concern, with several comments referencing electricity costs, perceptions of monopoly, and questions about whether Ergon Network is delivering value for money.

Overall, trust in Ergon Energy Network remains steady, supported by reliability, safety, and professionalism. However, affordability and perceptions of value continue to influence customer sentiment. Ongoing efforts to communicate how Ergon Energy Network delivers value and supports customers will be important for further strengthening trust and confidence to ensure customers feel informed, respected and supported through every interaction.

Why is NTS important for our customers and the business?

- Greater visibility of how trust in Ergon Energy Network is evolving.
- Assurance that community sentiment is heard and valued.
- Ongoing improvements in transparency, safety, and community engagement.

How is customer feedback influencing business improvements?

- Customer feedback has led to stronger communication around community value and safety.
- Trust-building initiatives have been shaped by insights from survey responses and engagement forums.

Key topics and issues raised by customers

5

« | About us and this report | Our approach | Strategic level measures | NTS | CSAT | Customer Experience measures | Customer Contact Centre | Loss of supply and emergency | Website | Unplanned power outages | Planned power outages | Connections | Complaints »

Customer Satisfaction (CSAT)

	Customer Satisfaction result YTD	Movement since last report	Target
Q1	68.9	↓ -0.7	
Q2			71
Q3			
Q4			

* CSAT is reported quarterly as an accumulative result of all sampled quarters in the financial year (FY). Customer Satisfaction score derived from 260 responses

Why is CSAT important for our customers and the business?

- Clear insights into how well we're meeting customer expectations.
- Confidence that satisfaction results are monitored and acted upon.
- Improvements in responsiveness, service quality, and customer support.

How is customer feedback influencing business improvements?

- Customer satisfaction insights inform our approach to communications and service delivery across all customer touchpoints.
- Regular reviews of service performance consider customer feedback to ensure our approach remains attuned to the diverse needs and experiences of our customers.

What the data tells us

Our result to the end of September 2025, reflect a steady performance across all key service areas, though overall satisfaction remains below target.

- Customers continue to value **reliability** and **clear communication**, with '**Provides a reliable power supply**' continuing to lead customer satisfaction, despite a slight decline from last quarter. This reinforces the **importance of dependable service**.
- Positive momentum is evident in '**Easy to deal with**', which recorded the largest improvement for Ergon Energy Network compared to the previous quarter.
- At the same time, customers tell us that '**Delivering greater value**' remains a priority, highlighting an opportunity to strengthen cost-effectiveness within our service offering.
- **Proactive updates during planned outages**—especially for customers with life-critical electricity needs—continue to be highly valued.

These insights guide our focus on **improving transparency** and **efficiency**, ensuring customer feedback shapes the way we **deliver services and strengthen trust**, and enabling Ergon Energy Network to respond more effectively to **customer needs and expectations**.

Key topics and issues raised by customers

6

| About us and this report | Our approach | Strategic level measures | NTS | CSAT | Customer Experience measures | Customer Contact Centre | Loss of supply and emergency | Website | Unplanned power outages | Planned power outages | Connections | Complaints |

Customer Experience and Service Performance measures

What is the Customer Experience Measure and why does it matter?

The Customer Experience Measure is a key part of our Voice of the Customer program, designed to help us better understand a customer's experience when interacting with Ergon Energy Network. After an interaction with us, customers may receive a short survey inviting feedback. Customers receiving the survey, are randomly selected from across different interaction touchpoints. These insights help us track how well we're meeting customer needs and expectations, and identify ways to improve our services.

Customer Experience Measure	Customer Satisfaction Score YTD Result	% of Customers by satisfaction rating			Service Performance YTD Result	
		Dissatisfied	Neutral	Satisfied		
Customer Contact Centre General Enquiries interactions	59.4 ▼ -5.2	39%	4%	57%	**General Enquiries** Total number of calls received	21, 234
					Average call handling time (minutes)	11.5
Customer Contact Centre Loss of supply | Emergency interactions	85.7 ▼ -0.5	10%	2%	87%	**Loss of supply| Emergency** Total number of calls received	16, 795
					% of calls answered within 30 seconds	83.6%
Website self service All pages interactions	41.7	52%	10%	38%	**Website** Number of website visits: all pages	228, 526
Outage finder interactions	41.7	50%	14%	36%	Number of website visits: Outage Finder	352, 735
Unplanned Power Outages Interactions	62.9 ▼ 0.1	23%	19%	59%	**SAIDI** (System Average Interruption Duration Index) Urban Short rural Long rural	23.13 49.61 98.40
Planned Power Outages Interactions	65.9 ▲ 1.4	24%	12%	64%	**SAIFI** (System Average Interruption Frequency Index) Urban Short rural Long rural	0.158 0.292 0.572
Connections Negotiated customer project interactions	82.5 ▲ 7.1	5%	10%	86%	**Connections** Total number of negotiated customer projects completed	507
					% of negotiated customer project delivered on time	91.5%
Customer Complaints Complaint handling and resolution	65.3 ▲ 16.1	33%	4%	63%	**Customer Complaints** Total number of complaints	664
					% of complaints resolved within 10 days	94.5%

Legend

Mean Score	Customer Satisfaction Survey | Net Trust Score Scales	
100	Extremely satisfied	😄
83.3	Satisfied	🙂
66.7	Somewhat satisfied	🙂
50	Neutral	😐
33.3	Somewhat dissatisfied	🙁
16.7	Dissatisfied	☹️
0	Extremely dissatisfied	😣

▲ ▼ ▬ Movement from last Quarter

What is a mean score and how is calculated?
A mean score is the average of all customer responses to a survey question. To calculate it, we add up all the individual scores and divide by the number of responses.
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7

Customer Contact Centre: General Enquiries

Customer experience

### What are Customer Contact Centre General Enquiries interactions, and why do we measure them?

We measure how satisfied customers are with their experience when calling the Ergon Energy Network General Enquiries telephone number (13 74 66). This enables us to understand if calls were answered within reasonable timeframes, enquiries were resolved in a timely manner, and if customers were treated with professionalism and courtesy. This feedback helps us improve our customer service, ensuring enquiries are handled efficiently, and customers receive respectful, helpful and timely support.

General Enquiries satisfaction YTD

Q1	59.4 ▼ decrease of -5.2
Q2	
Q3	
Q4	

* General Enquiries interaction satisfaction scores derived from 266 survey responses.

Key topics and issues raised by customers
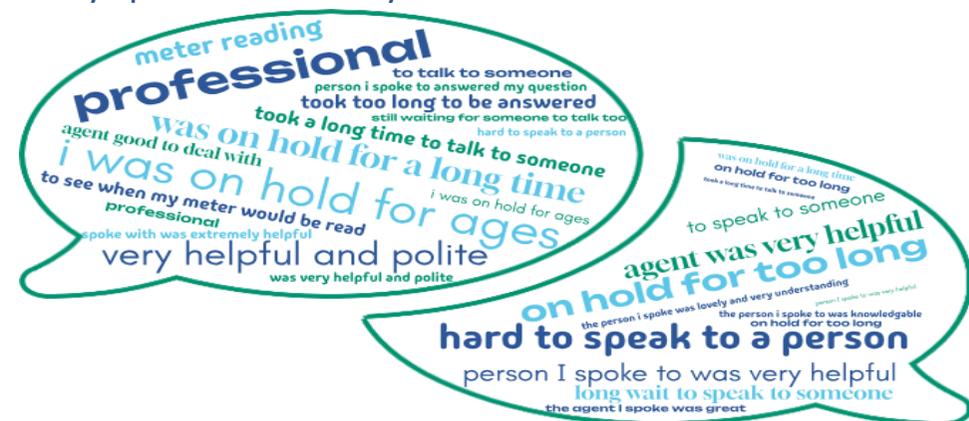
Service performance

Why we monitor the number of General Enquiries calls received and the average call handling time

We monitor both the number of General Enquiries calls received and the average call handling time to help us understand customer demand, identify trends, and ensure our Customer Contact Centre delivers a cost effective, efficient and reliable service to our customers. The average call handling time measures how long, on average, it takes for our agents to manage a customers call—from the moment it's answered to when the call is finished.

General Enquiries can cover a wide range of topics, some of which are complex and may take longer to resolve. We aim to respond as efficiently as possible, and while shorter handling times can mean quicker answers, our priority is to ensure every response is clear, accurate and leaves our customers feeling confident and satisfied with the outcome. By tracking this, we can continuously improve how we support our customers and ensure we're delivering a consistent and helpful experience for everyone who contacts us.

	Total number of calls	Average call handling time (minutes)
Q1	21, 234	11.5
Q2		
Q3		
Q4		
YTD rolling result	21, 234	11.5

What the data tells us

Customer satisfaction for General Enquiries has softened this period. While customers continue to value the **professionalism, courtesy, and helpfulness** of our contact centre agents, feedback indicates growing frustration with **longer wait times.**

This shift highlights that timeliness remains a critical driver of satisfaction, even as the **quality of interactions is consistently praised**.

Despite these challenges, the overall experience is still viewed positively by many customers, reinforcing the importance of **maintaining strong service standards** while addressing operational pressures. Our focus moving forward will be on improving accessibility without compromising the empathy and expertise that customers appreciate most.

8

| About us and this report | Our approach | Strategic level measures | NTS | CSAT | Customer Experience measures | Customer Contact Centre | Loss of supply and emergency | Website | Unplanned power outages | Planned power outages | Connections | Complaints |

Customer experience

What are Customer Contact Centre Loss of Supply and Emergency interactions, and why do we measure them?

We measure how satisfied customers are with their experience when calling the Ergon Energy Network loss of supply (13 22 96) and emergency (13 16 70) telephone numbers. This enables us to understand if calls were answered within reasonable timeframes, enquiries were resolved in a timely manner, and if customers were treated with professionalism and courtesy. This feedback helps us improve our customer service, ensuring that enquiries are handled efficiently, and customers receive respectful, helpful and timely support.

Loss of supply |Emergency satisfaction YTD

Q1	85.7	decrease of -0.5
Q2		
Q3		
Q4		

* Loss of supply | Emergency interaction satisfaction scores derived from 678 survey responses.

Key topics and issues raised by customers

Service performance

What is STPIS, why do we measure it, and why do we have one?

The Service Target Performance Incentive Scheme (STPIS) is a mechanism developed by the Australian Energy Regulator (AER) to hold electricity distributors like Ergon Energy Network, accountable for the timely response of calls to customer calls to our loss of supply (13 22 96) and emergency (13 16 70) telephone numbers. It specifically measures the percentage of calls that are answered by a customer service agent within 30 seconds. The target is based on our historical performance over the past five years. If we exceed the 30-second target, we receive a financial reward; if we fall short, we incur a financial penalty. The STPIS is designed by the AER to encourage high standards and prompt responses when customers need us most. STPIS targets are benchmarked across all Distribution Network Service Providers.

	Total number of calls	% of calls answered within 30 seconds
Q1	16, 795	83.6%
Q2		
Q3		
Q4		
YTD rolling result	16, 795	83.6%

What the data tells us

Customer satisfaction for **Loss of Supply and Emergency** interactions has remained strong this period, reflecting the importance of **responsiveness** and **safety** during these calls. Customers continue to recognise our agents for their **professionalism, courtesy**, and **ability to provide timely support** when it matters most.

Performance across key service areas—including **phone timeliness** and **resolution timeliness**—has been steady, reinforcing our **commitment to accessibility and reliability**.

During severe weather or peak periods, we may adjust staffing to ensure customers can reach us quickly. Even in these high-pressure situations, we've maintained strong service standards—**providing timely, respectful support when customers need us most**. This continued focus on safety and clear communication means customers can rely on us, no matter the circumstances.

9

About us and this report | Our approach | Strategic level measures | NTS | CSAT | Customer Experience measures | Customer Contact Centre | Loss of supply and emergency | Website | Unplanned power outages | Planned power outages | Connections | Complaints

Customer experience

What are website interactions, and why do we measure them?
We measure customer satisfaction of our Energex websites (**all webpages)** and our (**Outage Finder webpage)** to ensure each provides easy access to important information and services. Satisfaction scores for each reflect how easily customers can navigate our website, locate what they need, and how helpful the information is. For **all webpages**, this includes general service information and digital tools; for **outage finder**, it includes timely updates and outage-related support. Customer feedback helps us identify areas for improvement, such as layout, content, clarity and functionality tailored in our digital platforms. It also highlights where additional support or clearer information may be needed to enhance the customer's digital experience.

	All Webpages satisfaction YTD	Outage Finder Webpage satisfaction YTD
Q1	41.7	41.7
Q2		
Q3		
Q4		

* All website interaction satisfaction scores derived from 432 survey responses.
Outage Finder website interaction satisfaction scores derived from 1,022 survey responses.

Key topics and issues raised by customers

Service performance

Why we monitor our website usage?
We track key data on how customers use our website including the number of website visits. It provides information on the overall engagement and demand for online information and services.
We measure this data because it helps us understand customer preferences and how they interact with our digital services. It allows us to identify trends, such as increased digital adoption or areas where improvements are needed, and it supports our planning for future enhancements to ensure customers have seamless access to the information and services they need.

Number of website visits	All webpages	Outage Finder webpage
Q1	228, 526	352, 735
Q2		
Q3		
Q4		
YTD rolling result	228, 526	352, 735

What the data tells us

As this is the first period we are measuring and reporting on website satisfaction, initial feedback highlights areas where we can improve the online experience. While customers generally **value the information provided** some report finding it **difficult to locate**. Customers highlighted **navigation** and **clarity** as the most common topics mentioned, along with slower page performance during peak times.

Outage-related information was the most common reason for visiting the site, and some customers noted difficulty finding planned outage details.

While this feedback has identified as opportunities, major changes are not currently planned, however we will **continue to monitor feedback** and look for practical ways to **optimise the experience within existing systems**. Ensuring content remains **clear, accurate and up to date, and helpful** will be a priority as we work to support customers with the tools available.

10

ERGON ENERGY NETWORK
Part of Energy Queensland

Customer experience

What are unplanned power outages, and why we measure them?

Unplanned power outages are when a customer unexpectedly experiences a loss of electricity supply. We measure how well we handle these unexpected power outages and the customer experience around the information provided, including restoration times. This feedback from our customers helps us improve our response to unplanned outages, ensuring customers get timely updates, understand the reason for the outage and expectations are managed around power restoration timeframes. Our performance is also measured against SAIDI and SAIFI targets, which reflect the average duration and frequency of power outages. These are monitored by the Australian Energy Regulator (AER) to ensure accountability and drive improvements in service reliability.

Unplanned Power Outage satisfaction YTD

Q1	62.9	↓ reporting no change -0.1
Q2		
Q3		
Q4		

* Unplanned power outage interaction satisfaction scores derived from 724 survey responses.

Key topics and issues raised by customers

Service performance

What is SAIDI and SAIFI?

SAIDI (System Average Interruption Duration Index) measures how long, on average, customers lose their power. If the number is high, it means people are losing power for long periods of time.
SAIFI (System Average Interruption Frequency Index) measures how often, on average, customers lose their power. If the number is high, it means the power goes out a lot.

Because Queensland communities include a mix of cities, urban centres and rural areas, we track SAIDI and SAIFI performance across different regions, classified as Urban, Short Rural and Long Rural to reflect their unique power supply characteristics.

- **Urban;** Powerlines serve major cities like Cairns and Townsville, offering consistent power (low SAIFI) and efficient repairs (low SAIDI) due to easy access.
- **Short Rural;** Powerlines serve small towns and nearby countryside, providing stable power (moderate SAIFI) with manageable repair times (moderate SAIDI) compared to more remote areas.
- **Long Rural;** Powerlines cover remote areas in regional Queensland, ensuring power reaches distant communities (higher SAIFI) while requiring longer repair times (higher SAIDI) due to greater distances and exposure to elements such as weather and trees.

Unplanned Outages	SAIDI YTD results	Unplanned outages	SAIFI YTD results
SAIDI - Urban	23.13	SAIFI - Urban	0.278
SAIDI - Short Rural	49.61	SAIFI - Short Rural	0.420
SAIDI - Long Rural	98.40	SAIFI - Long Rural	0.745

What the data tells us

Unplanned outages this quarter were mainly caused by **high voltage equipment failures** in urban areas, and **emergency maintenance** across short rural, long rural feeders. These factors also contributed most to outage frequency. One Major Event Day was declared on 6 September 2025 and excluded from network performance reporting.

Satisfaction remained steady, with **customers appreciating quick restoration** and the dedication of field crews. However, frequent outages and delays in getting power back on were noted, particularly in rural locations. Customers also highlighted the need for more **accurate restoration timeframes** and **clearer information about outages**.

As our poles and wires network ages, emergency maintenance and equipment failures are becoming more frequent, these issues may persist until a significant portion of our ageing assets have been refurbished or replaced. However, we're focused on keeping you informed and restoring power as quickly as possible.

Customer experience

What are planned power outages, and why we measure them?

Planned outages are where we have scheduled work to be carried out on our network that involves temporary loss of supply and pre-notification of that planned outage to customers. We measure how satisfied customers are with how we manage planned power outages. It looks at whether customers received useful, accurate and timely information and if the power was restored within the notified timeframe. Feedback from our customers helps us improve how we communicate and manage planned outages, making sure customers are well informed and experience as little disruption as possible. Our performance is also measured against SAIDI and SAIFI targets, which reflect the average duration and frequency of outages. These are monitored by the Australian Energy Regulator (AER) and the Queensland Competition Authority (QCA) to ensure accountability and drive improvements in service reliability.

Planned Power Outage satisfaction YTD

Q1	65.9 ⬆ increase of 1.4
Q2	
Q3	
Q4	

* Planned power outage interaction satisfaction scores derived from 812 survey responses.

Key topics and issues raised by customers

Service performance

What is SAIDI and SAIFI?

See previous page for explanation of SAIDI and SAIFI.

What is a Minimum Service Standard?

Minimum Service Standards (MSS) are regulatory benchmarks established to ensure a consistent and reliable electricity supply for customers. These standards are set by the Queensland Government and monitored by the Queensland Competition Authority (QCA).

What is a Major Event Day?

A Major Event Day (MED) as defined by the Australian Energy Regulator (AER), is a day when extreme external events—typically severe weather or natural disasters cause widespread and prolonged interruptions to electricity supply. The AER considers these events to be outside our reasonable control, and because they can impact our planned work activities, MEDs are excluded from standard reliability (SAIDI) and (SAIFI) performance metrics to ensure we are not unfairly penalised for events beyond our control.

Planned Outages	SAIDI YTD results	Planned Outages	SAIFI YTD results
SAIDI - Urban	44.41	SAIFI - Urban	0.158
SAIDI - Short Rural	89.57	SAIFI - Short Rural	0.293
SAIDI - Long Rural	165.00	SAIFI - Long Rural	0.572

What the data tells us

This period, we've seen an increase in **planned safety-driven works**, which has been the main reason for the duration and frequency of planned outages across all feeder types. As our poles and wires network ages, a higher level of maintenance is expected to continue, meaning safety works will become more frequent until a significant portion of our assets have been refurbished or replaced.

Customer satisfaction increased slightly, with many customers appreciating **plenty of advance notice** and **accurate outage timing**. Customers have told us that **timely and accurate outage notifications are critical**. Improvements in **planned outage communications**—especially around **restoration timeframes**—are helping to build trust and reduce disruption.

While most customers found outages less disruptive when well notified, some still experienced inconvenience, particularly when working from home or when they felt notice was insufficient. We remain focused on providing clear, timely information and minimising disruption as safety-driven works continue across the network.

12

| About us and this report | Our approach | Strategic level measures | NTS | CSAT | Customer Experience measures | Customer Contact Centre | Loss of supply and emergency | Website | Unplanned power outages | Planned power outages | Connections | Complaints |

Ergon Energy NETWORK
Part of Energy Queensland

Customer experience

What is a 'simple connection', and a 'negotiated customer project' why do we measure them?

A connection refers to situations where a customer requires electricity supply to their property or premise. There are two types of connections:

- A *simple connection* means electricity can be connected to the customer's property or premise relatively quickly as no major electricity network upgrades are required to make the connection. Satisfaction of these interactions are included in our Customer Contact Centre General Enquiries satisfaction results – **see page 8**.
- A *negotiated customer project* involves a more complex connection, where electricity supply is not readily available at the property or premise. These projects typically require electricity network augmentation, such as building new poles, wires or underground cables. The process includes detailed assessment, planning, design and construction to deliver supply to the customer's premise. Due to the complexity of this process, these projects take longer to deliver.

We measure the *negotiated customer project* customers' satisfaction post their project being completed (from the time it takes from submitting a connection application to when supply is made available). It assesses whether customers felt informed throughout the process. We measure this to ensure customers experience minimal delays when establishing supply. It also helps to identify opportunities to improve the connection process and communication and supports for efficient service delivery to meet customer needs and expectations.

Negotiated customer project satisfaction YTD

Q1	82.5	↑	increase of 7.1
Q2			
Q3			
Q4			

* Negotiated customer project interaction satisfaction scores derived from 21 survey responses.

What the data tells us

Customer satisfaction amongst our negotiated customer project customers has improved this period, supported **by helpful and responsive teams, clear communication,** and a **smooth application experience**. Customers particularly **valued being kept informed and receiving timely updates** throughout the process. While feedback was largely positive, a few customers highlighted the need for **clearer initial steps and more predictable timelines**.

We have reorganised to establish a **stronger focus on the connections process** and **customer experience**, and we will use these insights to refine communication and scheduling practices for efficient service delivery. Note: this satisfaction score is based on a small number of survey responses, so scores may settle as more feedback is received throughout the year.

Service performance

Why we monitor our Connection service performance?
We track key performance data for connections, including:

- total number of negotiated customer projects completed
- percentage of negotiated customer projects delivered on or before the customer's required by date—measures how often connections are delivered within expected timeframes.

We measure this data because it helps us track demand for connections and resource planning, and it ensures timely service delivery and identifies any delays in the process. It also supports continuous improvement efforts to meet both customer needs and expectations and regulatory requirements.

	Total number of negotiated customer projects completed	% of negotiated customer projects delivered on time
Q1	507	91.5%
Q2		
Q3		
Q4		
YTD rolling result	507	91.5%

Key topics and issues raised by customers

Customer experience

What is complaint handling and resolution, and why do we measure it?
Our goal is to resolve customer concerns as quickly and fairly as possible. Most complaints are **resolved at first point of contact** with our customer service agents—satisfaction of these interactions are included in our Customer Contact Centre satisfaction results—**see page 8.**

In cases where a customer concern is more complex or cannot be resolved immediately, it is escalated through a managed complaint process. Given managed complaints are often more involved and may require a detailed investigation and follow up, we measure the satisfaction of these interactions. This allows us to assess whether customers felt informed throughout the process, if their complaint was resolved in a timely manner, and whether they received a clear and understandable explanation. We measure this to ensure customers feel heard and supported when raising concerns and enables us to identify areas where communication and resolution processes can be improved.

While our target is to resolve *all complaints within **10 business days,** there are some cases where this timeframe may be exceeded due to factors outside of our immediate control. These can include access limitations, weather conditions, or where a customer requests an alternate timeline for resolution.

Managed complaint satisfaction YTD

Q1	65.3 ⬆	increase of 16.1
Q2		
Q3		
Q4		

* Managed complaint interaction satisfaction scores derived from 24 survey responses.

What the data tells us
This period, customers have told us they are satisfied with how we handle their complaints and highlight important areas where we need to do better. Customers have raised concerns about the quality of property restoration after our works, including repairs to driveways, footpaths, and lawns, as well as delays in fixing any damage caused. Some customers experienced challenges with accessing meters and understanding our safe entry policy, and others felt they were not consulted or notified before work began. Communication was another area for improvement, with some customers finding our updates unclear or taking too long.

Note: These satisfaction results are based on a smaller number of responses early in the reporting period and may appear higher than usual. Scores are expected to settle as more feedback is received.

Service performance

Why we monitor our complaint management data?
We track key complaint management data, including:
- total number of all complaints resolved
- percentage of all complaints completed within 10 business days

All complaints includes those resolved at first point of contact and managed complaints. We measure this data because it helps us understand trends in more complex complaints that require further investigation. This ensures timely and effective resolution, improving customer confidence in the complaint handling process and supports ongoing improvements to complaint management processes and service quality.

	Total number of *all complaints	% of *all complaints completed within 10 business days
Q1	664	94.5%
Q2		
Q3		
Q4		
YTD rolling result	664	94.6%

Key topics and issues raised by customers